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May 25, 2004

Mary L. Cottrell, Secretary
Department of Telecommunications and Energy
One South Station, 2nd Floor
Boston, MA 02110

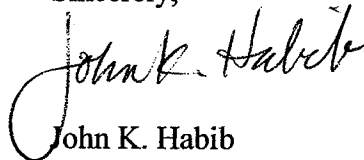
RE: New England Gas Company, D.T.E. 04-24

Dear Ms. Cottrell:

Please find attached the responses of New England Gas Company (the "Company") to Information Requests DTE-1-1, DTE-1-2 and DTE-1-3, issued to the Company on May 11, 2004.

If you have any questions, please call me at your convenience.

Sincerely,



John K. Habib

Enclosures

cc: Jody Stiefel, Hearing Officer
Joseph Rogers, Assistant Attorney General
Robert Sydney, General Counsel, DOER
Peter Czekanski
Karen Czaplewski
Sharon Partridge

**COMMONWEALTH OF MASSACHUSETTS
DEPARTMENT OF TELECOMMUNICATIONS AND ENERGY**

**FIRST SET OF INFORMATION REQUESTS OF
DEPARTMENT OF TELECOMMUNICATIONS AND ENERGY TO
NEW ENGLAND GAS COMPANY**

D.T.E. 04-24

**Dated: May 25, 2004
Respondent: Fred Amaral**

Information Request DTE 1-1:

Please refer to the Company's Filing, at I-1. Explain why the 77.10 percent performance in on-cycle meter reads for 2003 was less than the established penalty benchmark of 81.37 percent.

Response:

New England Gas Company (the "Company") obtains its meter readings on a daily cycle basis with eight meter readers obtaining reads. Between July 2003 and December 2003 one dedicated meter reader was unavailable to work because of a long-term absence. Additionally, a second meter reader was unavailable to work for a six week period during that same time period due to illness. The Company obtained as many reads as possible during this time period with its remaining meter readers.

As of January 2004, the Company has resumed operating with eight meter readers on a daily basis.

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D.T.E. 04-24**

Dated: May 25, 2004
Respondent: Karen Czaplewski

Information Request DTE 1-2:

Refer to the Company's Filing at Appendix G. Please explain the downward trend in the number of employees recorded in the Fall River Service Area Employee Count.

Response:

The decrease in staffing levels during 2003 relating to the Fall River Service Area occurred as a result of: (1) employees being reassigned within New England Gas Company (the "Company"); (2) retirements; and (3) employees being hired in Rhode Island, but providing service for Massachusetts customers.

With regard to the last item, contact center, billing and credit and collections office personnel that handle Massachusetts customers are located in Cumberland, Rhode Island. These are "universal type" representatives who do processing for customers in several of the Company's service territories. Those employees who reside and work exclusively in Massachusetts are in the counts provided for the Fall River Service Area. Also included are Massachusetts residents who were employed in Massachusetts earlier and were reassigned to other physical locations within the Company.

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D.T.E. 04-24**

Dated: May 25, 2004
Respondent: Fred Amaral

Information Request DTE 1-3:

Please explain how the Company calculates the number of responses to Odor Calls. Specifically, if the Company receives more than one call regarding the same odor source, does the Company count this as one call or as multiple calls?

Response:

New England Gas Company (the "Company") responds to all odor complaints that are received. If the Company received more than one call regarding the same odor source, each call would be investigated by a field technician and counted as a call.